

Course Advertising, Registration and Support
Office of Employee Development (OED),
National Training Center (NTC)

COURSE ADVERTISING/ANNOUNCING (full and/or streamlined announcement to requested target audience, registration dates, etc.)

IF...	THEN...	WHO'S ACTION	WHEN
a course needs to be announced	contact OED-NTC (gjarmstr@usgs.gov)	Customer	customer discretion
	OED Webmaster will add course to USGS on-line course catalog	OED-NTC	Within a couple of days of notification by customer
the course to be announced is currently in the USGS course catalog	a copy of the most recent course announcement will be e-mailed to the customer for review for potential changes before advertising	OED-NTC	4 months prior to the course start date
the course to be announced is in the USGS course catalog and changes are necessary to course announcement	provide the changes via e-mail to gjarmstr@usgs.gov	Customer	as soon as possible
no changes are necessary to existing course announcement	state "no change to course announcement" via e-mail to gjarmstr@usgs.gov.	Customer	as soon as possible
the course is new and does not exist in the USGS course catalog	a course number will be established for tracking purposes	OED-NTC	upon customer request
	A blank course announcement template will be provided/e-mailed to the customer for completion	OED-NTC	after course number has been established
the final "approved" course announcement is returned to OED-NTC	the OED-NTC will announce via the LOTUS Notes Bulletin Board, at a minimum. Specific target audience groups can also be specified to receive the announcement	Customer	4 months prior to course start date

IF...	THEN...	WHO'S ACTION	WHEN
the customer wants the course advertised once	the OED-NTC will advertise once and include description, target audience, prerequisites, tuition, agenda, registration deadline date, course start and end date	OED-NTC	4 months prior to course start date if only one announcement
the customer wants the course advertised twice	The OED-NTC will advertise a second time using a shortened version (reference to first announcement, description, target audience, registration deadline date and tuition)	OED-NTC	1 st – 5 months prior to course start date 2 nd - 4 months prior to course start date

COURSE REGISTRATION (post course in the USGS Training Management System, coordinate nominations for course, solicit regional input and validation (if required), notification of acceptance to course)

IF...	THEN...	WHO'S ACTION	WHEN
a course is announced by the OED-NTC for any discipline	it will be posted in the USGS Training Management System (TMS) as a course open for registration	OED-NTC	within a couple of days of notification by customer
	a registration deadline of 8 weeks prior to the start date of class will be established	OED-NTC	8 weeks prior to course start date
a course is sponsored by the Biologic, Geographic, Geologic, APS, GIO, etc.	all courses will be posted in TMS and the USGS on-line course catalog (as for Water Resources) and coordination specifics can be tailored to the customer's request	OED-NTC	Upon notification by customer

IF...	THEN...	WHO'S ACTION	WHEN
a course is a national Water Resources sponsored course	all nominations are received by the OED-NTC POC (gjarmstr@usgs.gov) and are then submitted to the designated regional discipline points-of-contact (POC) for review	OED-NTC	4 weeks prior to class start date
a course is a regional Water Resources sponsored course	at the request of a regional course coordinator, OED-NTC can post course in the TMS, coordinate nominations, announce course, etc.	OED-NTC	see attached timeline
a change in course participants is recommended after review by Water Resources regional discipline POCs	A new participant list will be established and communicated to the course coordinator, selected participants, and those nominees not selected	OED-NTC	Within a couple of days of notification by the POCs
a course roster of participants is approved by the customer (i.e., Water Resources regional discipline POCs, etc)	an e-mail will be sent to student selected to attend to inform them of their acceptance into the course	OED-NTC	4 weeks prior to class start date
	names of all selected students will be posted on the OED-NTC web page to facilitate carpooling	OED-NTC	Within 24 hours of receipt of list
	A listing of all hotels in the area that offer government lodging rates is posted on the OED-NTC web page. A course coordinator may designate a particular hotel to promote interaction of students/instructors after hours	Course coordinator	3-4 weeks prior to course start date
A customer would like to receive nominations directly	OED-NTC will provide instructions in the course announcement to send nominations to the designated POC	OED-NTC	When advertised

COURSE SUPPORT SERVICES (pre-course work, text books and other learning materials, duplication services, supplies, computer hardware/software and audio-visual support, calculating course tuition, certificates, instructional design and delivery consultation)

IF...	THEN...	WHO'S ACTION	WHEN
a new or existing course is announced by the OED-NTC	a course services support packet will be sent to the customer	OED-NTC	upon contact by the customer
the customer provides complete and accurate course services support packet information	an accurate tuition cost per student calculation can be made by the OED-NTC Administrative Officer (AO) factoring in course expenses such as coordinator and instructor travel and salary costs (if applicable)	Customer OED-NTC	4 months prior to the course start date
	students will be billed for the training.	OED-NTC	As soon as roster is finalized
A course requires the use of an external training vendor/consultant	OED-NTC will prepare a requisition and process through the appropriate regional acquisition and procurement branch for processing of the purchase order	OED-NTC	NLT 45 days prior to course start date
The external training vendor/consultant submits an invoice to OED-NTC	OED-NTC will make payment to the vendor/consultant	OED-NTC	After completion of course
Computers and software loading are needed	Specific requirements will be submitted to the OED-NTC IT staff via the course services support packet. The OED-NTC IT staff will work closely with the course coordinator and/or instructor(s) before, during, and after the course	Customer	IT requirements submitted NLT 2 weeks prior to course start date
Course completion certificates are desired	The OED-NTC will complete the course completion certificates for the coordinator/instructor(s) to present to students	OED-NTC	Next to the last day of the training course

IF...	THEN...	WHO'S ACTION	WHEN
Course is conducted at the NTC	End-of-course evaluation forms will be provided to students	OED-NTC	Last day of training course
Course is offered offsite	End-of-course evaluation forms will be provided to students upon request of the course coordinator	OED-NTC	Upon request of coordinator
	Copies of evaluations will be provided to course coordinator(s) and instructor(s)	OED-NTC	On last day of course if held at NTC

In addition to the table outlining services, this “timetable at a glance” may assist you in planning your course. The timeframes are synchronized with the timeframes in the table of services and based on announcing a course once.

COURSE START DATE	DRAFT/ ANNOUNCEMENT SENT	ADVERTISE COURSE	REGISTRATION DEADLINE DATE	MISC ITEMS
JAN	SEPT	OCT	NOV	DEC
FEB	OCT	NOV	DEC	JAN
MAR	NOV	DEC	JAN	FEB
APR	DEC	JAN	FEB	MAR
MAY	JAN	FEB	MAR	APR
JUNE	FEB	MAR	APR	MAY
JULY	MAR	APR	MAY	JUNE
AUG	APR	MAY	JUNE	JULY
SEPT	MAY	JUNE	JULY	AUG
OCT	JUNE	JULY	AUG	SEPT
NOV	JULY	AUG	SEPT	OCT
DEC	AUG	SEPT	OCT	NOV